

Customer Service

City of Newton Performance Management
May 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Connect residents to the answers to their questions, concerns, and requests as easily as possible					
		Estimated total calls	3,693	4,500	807
		Number of requests made online by residents	773	500	273
		% of total requests made online by residents	25	10	15
		% of voicemails returned within 24 hours	100	100	0
2. Ensure that resident requests are followed up on by the appropriate department in a timely manner					
		% of all work requests meeting service level agreements	98	95	3
		% of total requests where residents call more than once	1	5	4

Notes